



## **MOUNT VERNON, NY**

*The Jewel of Westchester*

**City/State:**  
Mt Vernon/  
New York

**Client:**  
City of Mt Vernon

**Industry:**  
City Administration

## **The Client**

The City of Mount Vernon is a New York City inner-ring suburb located just north of The Bronx and bordered by the Villages of Pelham and Pelham Manor to the East, the Village of Bronxville and the Town of Eastchester to the North and the City of Yonkers to the West.

The City is 4.4 square miles and is home to approximately 73,893 residents (according to the US Census conducted on April 1, 2021), making it the 8th largest city in New York State; the 2nd most densely populated city in New York State; and 11th most densely populated city (with a qualifying population over 50,000) in the United States. Given the City's location within the New York City Region and its transportation infrastructure, Mount Vernon is extremely accessible to all areas of the New York Metropolitan Region.

## **Problem**

The City of Mt Vernon, Office of the Mayor initiated a transformation project to improve the way it provides services to its constituents, business and visitors. At the heart of the change was the opportunity to use technology as enabler and position itself as a "digital city" and achieve the following transformation:

- Rebuild the city's image and overall feeling by its constituents, business and visitors
- Improve the quality of services provided by the city while enforcing and managing accountability
- Involve citizens through advisory groups to make sure their voices are heard, and needs accounted for
- Improve services for youth
- Improve communication capabilities
- Improve synergies between internal city hall departments
- Improve procurement related processes
- Revamp the existing IT capabilities and transform IT into a real enabler for the city and offer most services through a self-service portal.



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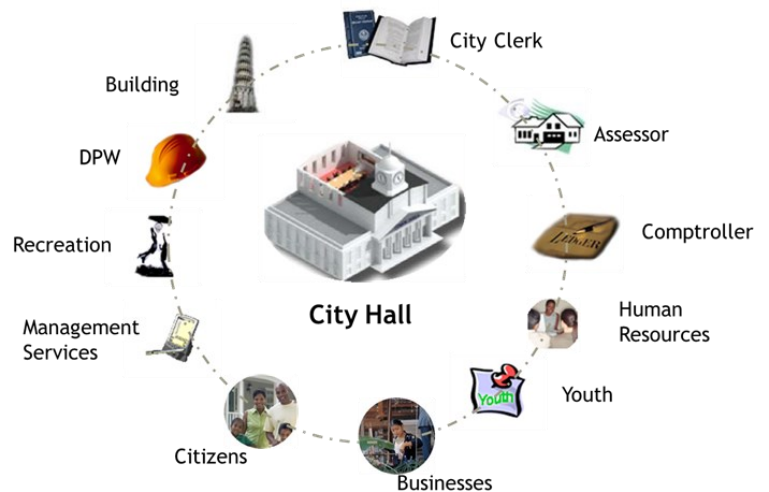
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## The Solution

The Capstone Strategy Group executed the project with a five-phase approach:

- Create a Project Baseline and prioritization to understand current drivers and imperatives.
- Engage the different stakeholders (citizens, businesses, employees....) to understand their needs and suggestions to address current shortcoming in the quality of service provided to constituents.
- Analyze the current use of IT through the different services and show processes that could receive help from technology enablement.
- Quantify required IT Investments and define initiatives to achieve the transformation toward a "digital city."
- Prioritize initiatives and create an execution roadmap.



The project enabled the city to use the suggested recommendations and roadmap to raise bonds to execute the proposed transformation.